

LSE Estates

LSE Student Services

LSE STUDENTS' UNION

Thank you for taking time to read this booklet. Please feel encouraged to visit the LSE security website or get in touch in person for more information.

lse.ac.uk/security

LSE Security Office

Room Old 1.02
Old Building
Houghton Street
London WC2A 2AE

LSE THE LONDON SCHOOL OF ECONOMICS AND POLITICAL SCIENCE

STAYING SAFE

Personal safety and crime prevention advice for life at LSE and in London



CONTENTS

Introduction by Paul Thornbury, the Head of Security	1
At LSE	2
Bike Safety	4
Laptops	5
LSE IT Account	7
LSE ID	7
Lost Property	7
Lockers	8
Safety in Halls	9
Around London	10
Transport	10
Personal Safety	13
Your stuff	15
Drinking safely	17
Rape and sexual violence	20
Reporting crime	23
Contacts	26

INTRODUCTION FROM SECURITY

LSE Security is here to help students have an enjoyable and productive experience at LSE in respect of their safety and security. We can provide a great deal of practical advice on how to get the most from your time at LSE, whether your enquiry is about how to ensure your bicycle is not stolen or security for a major event that you have organised, LSE Security are here to advise and support.

Rather than deal with the consequences, we would always prefer that crime be prevented or deterred. All crime involves an element of preparation or planning by the criminal. Often this preparation can be identified through knowledge of our surroundings and the behaviour that we observe in others. Sometimes we know why we think something is suspicious, other times we just have a ‘feeling’ that something is not right. We would encourage you to report anything that gives you cause for concern. Security staff will never complain or belittle you if you report a suspicion. We will always seek to investigate and address suspicious activity in a way that reassures those acting legitimately, but deters people who are intending to commit crime.

Many crimes have been prevented because someone had a “hunch” or a feeling. You are the people who are most familiar with your living and working environment. Listen to your instincts and act on them.

Paul Thornbury
Head of Security



DEAR STUDENT,

Welcome to LSE!

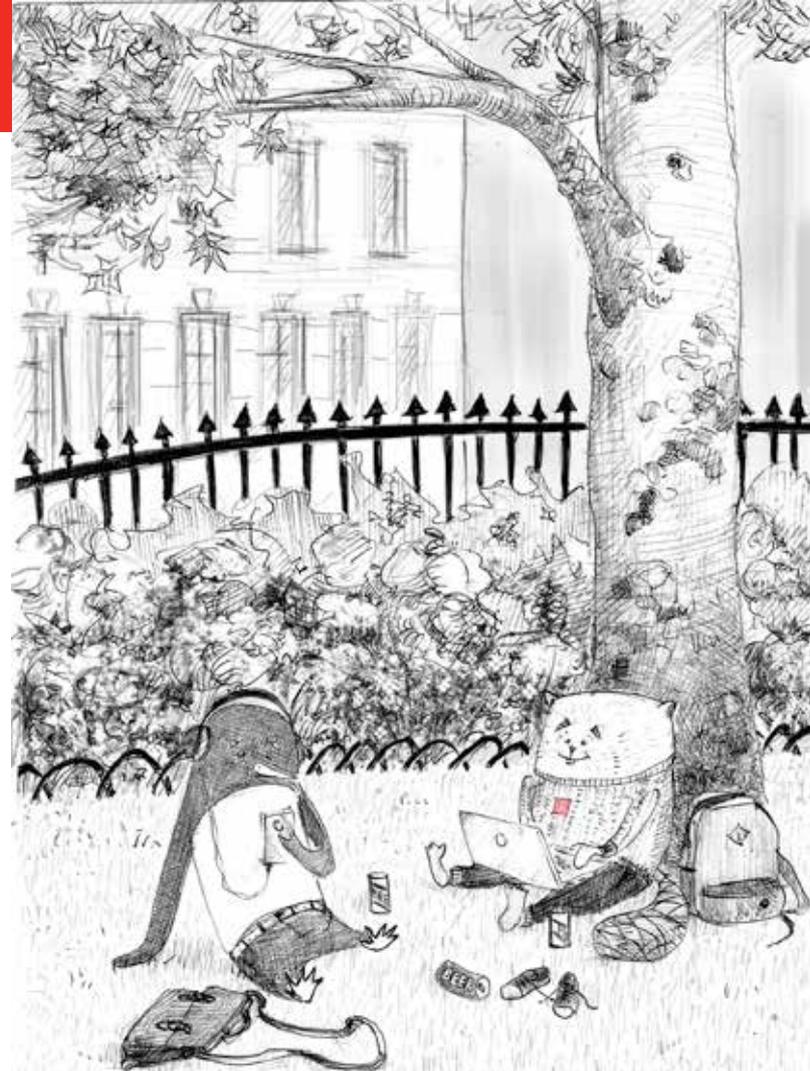
We are sure that you are already having a great time; however some safety advice can always come in handy.

The School is one of the few institutions in Central London to maintain an open campus policy to provide a free and collegiate atmosphere that many in the School enjoy.

We are keen that you make the most of this atmosphere too, but always bear in mind that throughout the day many School buildings are accessible to members of the public.

As Central London is densely populated, and petty crime happens often as in other large cities, remember to be extra vigilant regarding your possessions and personal safety. Do not leave your property unattended on campus and be vigilant to distraction type theft. On average 150 crimes are reported each year – we don't want you to become a part of these statistics!

The LSE Security Team will support the provision of a safe and secure environment in the buildings and communal areas of the LSE campus. The security operation is maintained 24 hours per day, seven days per week.



BIKE SAFETY

Before anything, look after your own safety: high visibility jacket, lights, protective helmet and clothing. Do not cycle in London if you are not familiar with the order of traffic and the Highway Code!

The School provides secure bike storage in the Basement of the Towers and NAB.

These are free to use and you can gain access with your student card. Other options are the numerous bike racks around campus. It is advisable you use either of two types of locks:

- Gold rated “Soldsecure” endorsed padlock and chain or
- “D” locks

Please take this seriously, as bikes are regularly targeted and stolen from the public streets that intersect the School campus. Also take a note of your bike’s serial number (underside of the frame) and look out for the email alerts for the free bike security marking by the police, and mechanical checks during the school term.

In the UK you can get a decent bicycle for an average of £233, however if you are a serious cyclist, your bike may be worth much more, not to mention the emotional value! Please look after it!



LAPTOPS AND TABLETS

During your time at the School, probably the most important and valuable property you own is your laptop or tablet. Not just in a financial sense, but as the main supporting instrument for your studies.

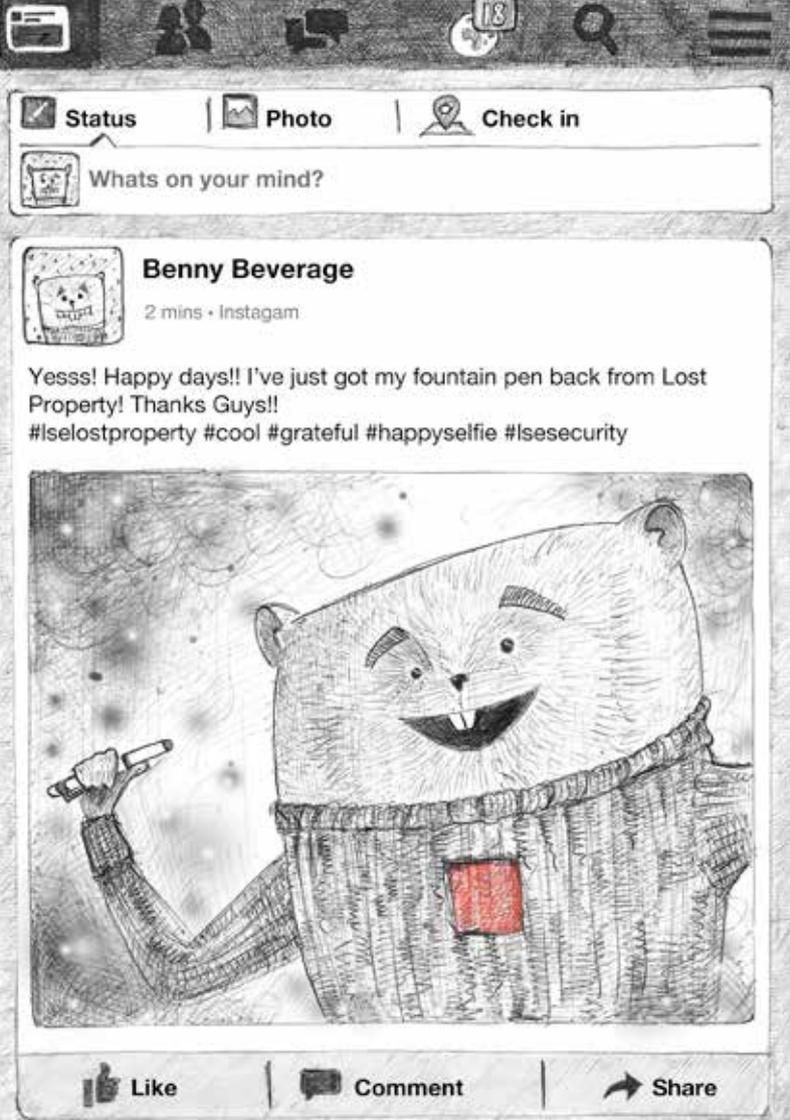
To protect your devices against virus infection you are highly recommended to use anti-virus software, even if it is a MacBook. LSE provides Sophos anti-virus software for free to all students. Use tracking software too, and there are a lot of free apps online to download. Our recommendation is www.preyproject.com. To learn more about online security, please visit www.cyberstreetwise.com

If you are going out straight after classes or don't want to carry your laptop around all day, you have the option to leave it in the secure laptop storage room in the Old Building ground floor, room OLD G.15. Here you will find magnetic drawers operated by your student card.

Try not to carry your laptop in a separate case, as it draws unwanted attention. Have a rucksack instead, where it can blend in with your books.

High value items such as laptops, iPads and phones, when left unattended, do go missing!

LSE Security offers free DNA laptop marking. This is a proven deterrent against theft. Laptop marking usually takes place every Tuesday from 11am to 2pm in front of the Saw Swee Hock Student Centre in the crime prevention tent.



YOUR LSE IT ACCOUNT

The user account is a very important part of your LSE identity – keep it safe at all times. Never tell your password to anyone and watch out for phishing scams. These are attempts to make you enter your username and password into a bogus website and your account will then be used to send scam messages. Do not open suspicious looking attachments from dubious sources! These can corrupt your account and may cause loss of data. If you get suspicious email messages please immediately report it to the Student IT help desk on the first floor of the Library.

YOUR LSE ID

This is your campus pass so do look after it and note that **it is not transferrable**. If lost, please report it immediately to Student Services in the Old Building!

LOST PROPERTY

If you lose something on campus, don't panic! It is highly likely that it was handed in to any one of the reception desks or to Security Officers around campus. If you are looking for something, please feel free to ask the reception staff, or go to the Lost Property Office in the basement of Old Building, room OLD B.23. If you find something, please hand it in, as it can be very important to the owner, even if it's of small financial value.

On average 2,000 items per year are deposited, and 60 per cent of these items are restored to their owners. If an item in lost property is unclaimed after three months it is given to charitable organisations.

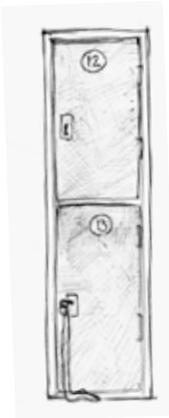
If you find an LSE ID card, please hand it in to any Security Officer, reception desk or take it to the Student Services Centre in the Old Building.

You can contact the lost property office on:
lost-property@lse.ac.uk, or internal extension **7988**.

LOCKERS

You can find numerous places at LSE to store your belongings safely. The long term locker facility room is situated in the basement of Old Building, room OLD. B.27. Here you will find 994 lockers, and all are free to use. All you need is your own padlock which must have hasp of minimum 6.3mm in diameter. This type of padlock is available to purchase in the Students' Union Shop on campus.

You can also find coin operated (£1) lockers in the Old Building basement. These are for short term use only.



Lockers in the Saw Swee Hock Student Centre are allocated on a "first come first serve" basis against a deposit for the whole academic year (September to June).



SAFETY IN HALLS

LSE halls of residence are communities in their own rights. They are staffed 24 hours a day and seven days a week with wardens and sub wardens who are on hand to offer welfare advice and preside over rules and regulations. If the incident has occurred at a hall of residence you should contact the hall security staff, sub warden or warden.

There are several things that you can do to ensure that your halls are as safe as possible.

Always carry your ID card and present it to security staff if requested.

It sounds obvious but make sure you lock your room door even if you are only going to the bathroom or to visit a neighbour.

Sign in all your guests. This allows the hall to check who should be there and who shouldn't. Also, the signing in sheet can save lives in case of emergency.

If you are ever worried that there is someone in the hall who is not a guest of a resident then contact the reception or security on duty immediately.

AROUND LONDON

TRANSPORT

BUSES AND THE TUBE

Getting around in London is very easy and quick, but you always have to stay watchful, especially in the evening and late at night. You might want to save copies of the Tube Map and Night Bus Map on your phone or have paper copies with you.

Last Tubes leave Central London around 12.30am Monday to Saturday nights.

There are 113 night bus routes all with CCTV. If you intend to get a night bus after a night out then remember to plan your route before you leave. Go onto the TFL website and make a note of the bus routes you can take. You can also download the Live London Bus Tracker app, which is free, and it tells you when your next bus is due. If you don't feel safe waiting for your bus, get a taxi instead. Try to travel in pairs or groups at all times.



TAXIS

If you choose to take a taxi, you can hail a black cab, or pre-book a private hire cab. You should avoid cabs that tout for business at bus stops or outside venues, as many of these are unlicensed.

By law, only black cabs can display an illuminated taxi sign. They are insured, mechanically sound and drivers are vetted by the police. They also have a meter showing the cost of the journey. Only these cars can pick up customers on the street.

If a minicab – even one carrying the blue Transport for London sticker in the front and back window – approaches you on the street, or stops if you try to hail them, they are breaking the law. If you take an illegal cab home you are putting yourself at risk. Any minicab that isn't booked in advance is not legal and is not safe. If you are at all uneasy about the cab or the driver, don't get in.

Transport for London's text service, Cabwise, helps you to get home safely. Just TEXT "HOME" to 60835 to get 1) taxi and 2) local licensed minicab numbers sent directly to your mobile.

There are several apps as well to help you find your nearest black cab such as Gett, HailO, while Kabbee helps you to find the closest minicab station and the best deals. Uber can also be a viable solution from the private sector.

If you ever experience abuse or assault on any means of transport, report it immediately to a member of TfL staff and to the British Transport Police. For more information, please have a look at the Useful Contacts chapter.

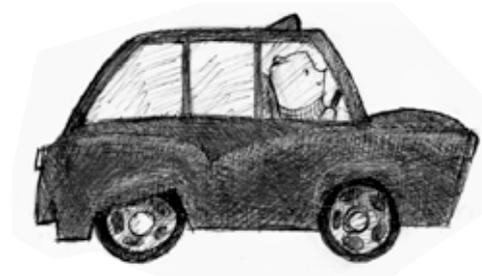
PERSONAL SAFETY

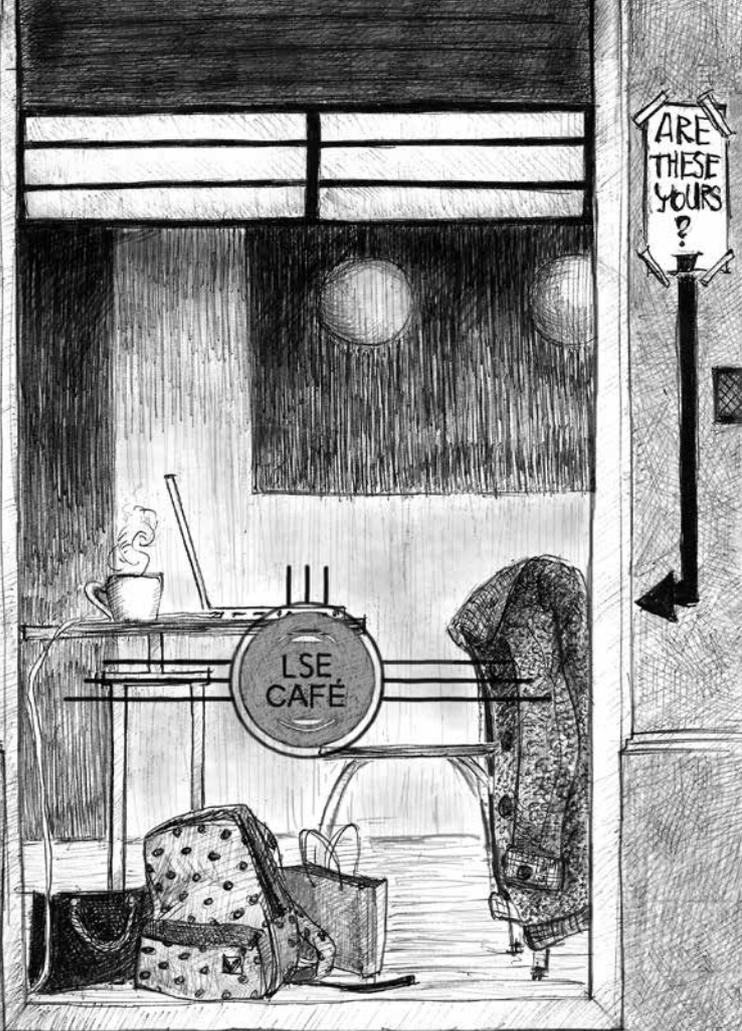
If you are out, try to stay with friends, and plan your journey home in advance. Keep to main streets and busy well-lit areas, avoid shortcuts and try to look confident even if you don't feel it. If you think you are being followed, cross the road – more than once if necessary – to see if they follow. If you are still worried then go to the nearest place where there are other people – a pub or anywhere with lights on – and call the police.

If the worst happens and you get attacked, shout FIRE, POLICE or WHO ARE YOU, rather than HELP, it can get more results.

You can use reasonable force in self-defense. You are allowed to protect yourself with something that you are carrying anyway (for example keys or a can of deodorant), but you may not carry a weapon.

If you decide to defend yourself, be aware that your attacker may be stronger than you, or may take what you are using in self-defense and use it against you. It is often better to shout loudly and run away.





YOUR STUFF

Firstly and obviously do not leave your belongings unattended, not even around campus. Do not attract extra attention by flaunting your valuables. Always keep your phone, wallet etc. hidden in your bag or in protected pockets of your clothing.

We highly recommend registering your valuables on **www.immobilise.com** which is the national property register website in partnership with the Police.

Please also record the details of the electronic serial number of your devices (ESN) and consider insurance. Please also take note of the IMEI number of your phone which is a unique identifier; you can obtain this number by checking behind the battery or typing *#06# (star hash 06 hash) and your phone will display a 15 digit number.

Consider taking photographs of your valuables; maybe mark them with a UV pen. Creating copies of your important documents is also a great way to be prepared. Keep a little notebook for yourself with all the important phone numbers and addresses as well.

When using an ATM always be mindful of people behind you, and don't let anyone "shoulder surf" to watch you enter your PIN. It can also be useful to check the cash point for hidden cameras. If in doubt, cancel your transaction, remove your card and walk away. Notify campus Security or the Police, if possible.

On campus cash machines are situated inside the NatWest bank on the corner of Houghton Street and Aldwych or inside the Santander branch on Portugal Street.

Be conscious of identity theft and fraud. In the event that your cards or documents that contain personal details are lost or stolen act quickly and you must not ignore the problem!

You must report all lost or stolen documents - such as passports, driving licences, bank and credit cards, cheque books, etc., to the relevant organization. Depending on their advice, you should then report to the nearest police office.

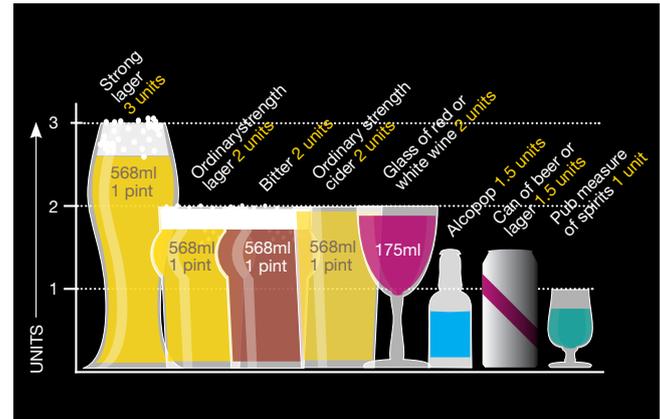
If you believe you are a victim of identity fraud involving credit or bank cards, online banking or cheques, you must report it to your bank as soon as possible. Your bank will then be responsible for investigating the issue and they will report any case of criminal activity to the police. For more information or if a fraud has been committed report it to Action Fraud on www.actionfraud.police.uk/fraud_protection/identity_fraud



DRINKING SAFELY

Alcohol unit guidelines

Department of Health guidelines say that men can drink between three to four units of alcohol per day without serious risk to health, while for women this amount is reduced to between two to three units per day. But alcohol affects different people different ways.



As well as damaging your health, heavy consumption of alcohol over a short period of time can seriously impair your judgement so you are more likely to take risks you might not take when you're sober. Therefore try to drink plenty of water between drinks, and have some fresh air if you feel unwell.

Always drink responsibly, and look out for your friends. Be aware that drunken people are unlikely to listen to reason. If they are being

aggressive, walk away from them, don't get involved or encourage antisocial behaviour!

It can happen to anyone! – Drink Spiking

Drink spiking is when a mind altering substance is put into your drink without your knowledge. Drink spiking is illegal, even if an attack or assault has not been carried out. Often the assailant's purpose is to commit sexual offences or theft against the victim. It is not only females who are likely to have their drink spiked. Almost 11 per cent of people who report having their drink spiked are male.

There are a number of drugs known as “date rape” drugs which can result in total loss of memory and loss of control over your body. However, alcohol can also be used a mind altering substance so it's very important you stay aware whilst you are drinking.

Rohypnol has gained notoriety as “the date rape” drug. It takes effect very quickly – sometimes as quickly as ten minutes after being taken – and reaches its peak eight hours later when it can cause unconsciousness. Rohypnol comes in the form of a tasteless and odourless pill which is easily ground down into powder and all traces of the drug disappear after 24 hours.

Here are a few tips could will help prevent this from happening

- Do not leave your drink unattended at any time, even while in the toilet.
- Stay away from situations that you do not feel comfortable with.
- Never accept a drink from anyone you do not know or trust.
- Do not share or exchange drinks, or drink leftover drinks.
- If you go on a date with someone you do not know that well, tell a friend or relative where you will be and what time you will be back.
- Try to drink from a bottle rather than a glass when possible, as it is more difficult to spike a drink in a bottle.
- When you are walking around in a club or bar, keep your hand over the opening of your drink whether it is a glass or a bottle.

RAPE AND SEXUAL VIOLENCE

Sexual violence, particularly rape, is a subject that many people find very uncomfortable talking about but unfortunately it occurs much more often than many statistics would suggest.

Despite popular beliefs, rape by a stranger is very uncommon, 93 per cent of victims know their attacker; people of all gender can be victims, although the majority of rape victims are women.

If you are attacked, you must decide whether to defend yourself, which may put you at risk of further injury. (Or it may not be possible to defend yourself.)

Either way, you did not ask to be raped or assaulted. It is not your fault. You did not deserve it.

If you have been raped, you may or may not want to report it to the police, or to see a nurse or counsellor. Whether or not you decide to go to the police is your decision, based on your needs and what you are comfortable with, and you should not be pressured to report rape or assault. The police have specially trained officers who work with those who have been sexually assaulted.

If you want to report the crime straightaway, whether you get medical help or go straight to the police, try not to wash or change your clothes.

Sexual assault and rape is not just an act of physical violation but also a psychological and emotional violation. Friends of rape victims often find it hard to deal with the idea that someone they care about has been through such a horrific ordeal and can find it hard to understand what the victim has experienced. However, the most important thing is that the victim knows they have someone they can talk to, who will not judge them, and who will support them.

Rape is a very traumatic experience and if you have been confided in by a victim of a rape, it is important to remember the psychological trauma that victims feel.

Post-traumatic stress disorder (PTSD) is a normal emotional and psychological reaction to trauma and many rape victims suffer from PTSD. Symptoms of PTSD include recurrent memories or flashbacks of the trauma, nightmares, insomnia and/or lack of interest in family, friends or hobbies. They may suffer from depression, have overwhelming emotions, and be irritable or jumpy.

If you are a victim of rape and you need help, advice and support, there are places you can go to:

Rape Crisis (England and Wales)

www.rapecrisis.org.uk

Rape crisis provides co-ordination for the national network of Rape Crisis Centres across England and Wales. Rape Crisis Centres provide a range of specialist services for women and girls that have been raped or experienced another form of sexual violence – whether as adults or as children.

The Havens

www.thehavens.co.uk

The havens are specialist centres in London for people who have been raped or sexually assaulted. Since the first of The Havens was opened in 2000 they have helped over 11,000 people.

If you have been raped or sexually assaulted in the last 12 months, they are there to help you to recover physically and emotionally from your ordeal. Their staff are fully trained and hugely experienced. They

are experts in advising, supporting and treating those who have experienced sexual violence.

They pride themselves on the fact that you can expect to be believed and be treated with dignity and respect and you can use their services without having to report the assault to the police.

The School has a zero tolerance policy towards sexual harassment. If you are being harassed or if you witness a fellow student being harassed, there are a number of ways to inform us:

Advisor to Female Students: Dr Bingchun Meng

Advisor to Male Students: Dr Jonathan Hopkin

Dean of Postgraduate Students: Dr Sunil Kumar

Head of Student Services: Mrs Hannah Bannister

Or you can contact the Student Services Centre in person or via **ssc.advice@lse.ac.uk** if you are not sure who you would like to speak with. The team will be discreet and can help you approach the right person.

REPORTING CRIME

There are a number of ways that you can report a crime. By doing this you will be helping both yourself and others.

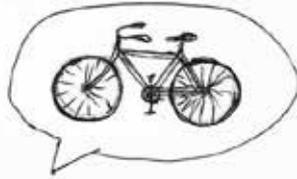
For any crime or security related issues you can call in to the LSE Security/Reception on the main campus. Security reception points are located in the following areas:

- LSE Old Building Security/Reception – is open from 7am-12am Monday to Friday and 7am-10pm at weekends.
- LSE NAB Security/Reception – is open from 7am-12am Monday to Friday and 7am-10pm at weekends.
- LSE 32L Security/Reception – is open from 7am-12am Monday to Friday and 7am-10pm at weekends.
- LSE TW1 – is open from 7am-12am Monday to Friday and 7am-10pm at weekends
- LSE TW3 – is open from 8am to 7pm Monday to Friday and closed on weekends.
- LSE Saw Security /Reception – 7am to 10pm Monday to Friday and 10am to 6pm on the weekends

LSE Security Control Room: The LSE Security Control room contacted by telephone 24 hours per day 365 days per year. The following numbers:

- Emergency line: Internal call extension 666 or call 020 7955 6555
- Routine enquiries: Internal call extension 2000 or call 020 7955 6200





If you experience crime outside campus, call the police on 999 – emergencies or 101 – non emergencies.

You may find yourself in a situation when you have to give a description of a person committed crime or assault. The best way is to follow the A to J method, as below:

Suspect recognition – **A to J**

- A** – Age
- B** – Build
- C** – Colour of hair/skin
- D** – Distinguishing features
(Birthmarks, scars, piercings, tattoos, etc)
- E** – Eyes
- F** – Face
- G** – Gait (the way they walk, carry themselves)
- H** – Height
- I** – Individual clothing/equipment
- J** – Justification – what was it that made you suspicious

CONTACTS

At LSE

EMERGENCY CONTACT NUMBERS

Campus Security, emergency line (24/7):

020 7955 6555

(internal extension 666)

Campus Security, non-emergency (24/7):

020 7955 6200

(internal extension 2000)

Police, emergency:

999

Police, non-emergency:

101

Useful LSE services

LSE Medical Centre:

020 7955 7016

LSE Student Wellbeing and Counselling Services:

020 7852 3627

lse.ac.uk/studentwellbeing

LSE Disability Office:

020 7955 7767

lse.ac.uk/disabilityoffice

LSE Medical Centre:

020 7955 7016

LSESU Advice and Counselling Centre:

020 7955 7145

LSE Students' Union Advice and Counselling Centre:

020 7955 7145

LSE Neuron Project:

An online hub created by LSE students to gather all the useful information and resources about mental health. It works in association with the Student's Union and the LSE Wellbeing Services. **www.**

lseuronproject.wordpress.com

Lost Property:

020 7955 7988

(internal extension 7988)

On the phone

Charing Cross Police Station

020 7230 1212

Agar Street, WC2N 4JP

British transport police

Emergency: 0800 40 50 40

Non Emergency text line: 61016

CRIMESTOPPERS

0800 555 111

You won't be asked for your name or phone number and you may get a cash reward if a crime is solved.

BT Nuisance Calls Advice Line:

0800 661 441

Advice on dealing with malicious or nuisance telephone calls.

Meningitis Helpline:

0808 800 3344 (24 hours)

Trained staff offering advice on Meningitis.

National Drugs Helpline:

0800 77 66 00

www.ndh.org.uk

FRANK:

0300 123 6600

Friendly, confidential drugs advice

Alcoholics Anonymous National Helpline:

0845 769 7555

London Alcoholics Anonymous:

020 7833 0022

Samaritans:

08457 90 90 90

Walk in seven days a week, 9am to 9pm, at Marshall Street, Soho, London, or telephone: Central London Branch – 020 7734 2800

NHS Direct:

0845 4647

For medical enquiries.

Depression Alliance:

0845 123 2320

For the symptoms of depression and types of treatment.

BEAT (Beat Eating Disorders):

0845 634 1414

Useful Websites

Metropolitan Police – www.met.police.uk

British Transport Police – www.btp.police.uk

Property register – www.immobilise.com

Action Fraud – www.actionfraud.police.uk

Online Safety – www.cyberstreetwise.com

Transport for London – 020 7222 1234 – www.tfl.gov.uk

Useful Apps

London Transport Live

Citymapper

Gett

HailO

Kabbee

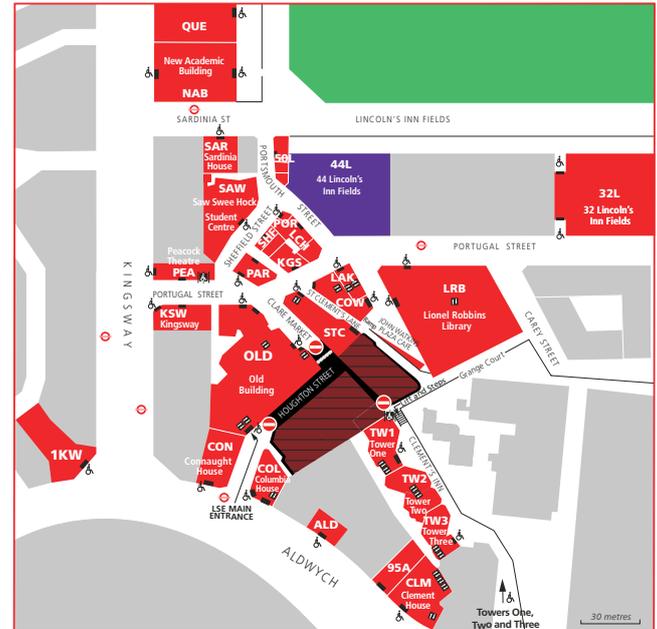
Uber

First Aid by British Red Cross

On the NHS website you will find plenty of recommended health and fitness apps too!



CAMPUS MAP



- ⋮ Bridge
- Cycle Hire Station (www.tfl.gov.uk/maps/cycle-hire)
- ♿ Disabled access
- ♿ Disabled lift
- ⊘ No entry
- Roads and Footpaths closed
- Buildings under construction

Freedom of thought and expression is essential to the pursuit, advancement and dissemination of knowledge. LSE seeks to ensure that intellectual freedom and freedom of expression within the law is secured for all our members and those we invite to the School.

The School seeks to ensure that people are treated equitably, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, sexual orientation or personal circumstances. Equality and diversity are integral to the School's priorities and objectives. We will support inter-faith and inter-cultural dialogue and understanding and engage all students in playing a full and active role in wider engagement with society.

To enquire about availability of this guide in other formats, please telephone **+44 (0)20 3486 2999** or email **lse.saw.reception@lse.ac.uk**

Illustrations by Terezia Abraham

Design by LSE Design Unit (lse.ac.uk/designunit)